

# Removing Hold (Service Indicator) from individual student

There are several ways to remove a hold from a student's record. The below directions show how it can be done for I01, MCN, or any non-advising holds.

Advising hold info:

- I01 and MCN holds can only be removed through the Campus Community menu or using the student's details page in the Advisor Center.
- D01 advising holds can also be removed through the My Advisor list in the Advisor Center using the Remove Hold button next to the Advisee.

## Remove using Campus Community (administrative way)

1. Go to **Campus Community > Service Indicators (Student) > Manage Service Indicators**.

*TIP: Another way to get to that page is to pull up the student in Student Services Ctr (Student) and click on any positive ★ or negative 🚫 icon at the top. That will take you to the Manage Service Indicators page.*

2. Pull up the student. Some students will already have some service indicators (SI); some will not have any. The default of this page is to show all of them.
  - a. *If you go to this page by clicking the positive/negative icon in the Student Center, this page will default to showing only the types of SI's that you clicked on.*

Manage Service Indicators

Display Effect **All** Institution UW-La Crosse Refresh

+ Add Service Indicator

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
D01	Advising-Block Enrollment	Advising Required	UWLAC	2247	Spr 2024			10/30/2023	
F04	1/2 Tm FA Auth/Disb Hold Rels	1/2 Tm FA Auth/Disb Hold Rels	UWLAC	2244	Fall 2023	2244	Fall 2023		
R06	Deans Office-Block Enrollment	Academically Ineligible	UWLAC	2246	Wint 2024			12/28/2023	

+ Add Service Indicator

3. Click on the Code next to the service indicator you want to remove.
  - a. You will only be able to remove holds you are authorized to remove, which the exception of D01 holds. All advisors can remove D01 holds but should only remove the D01 hold for their own advisee and if they are the first major advisor for that student.

- On the next page, click on the Release button at the top. If you don't see a Release button, you are not able to remove that hold.

### Edit Service Indicator

Release

\*Institution  UW-La Crosse

\*Service Indicator Code  Advising-Block Enrollment

\*Reason  Advising Required

Description 

Academic advising is required. Contact your academic advisor for an appointment.

Effect Negative Service Indicator

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**Effective Period**

Start Term  Spr 2024 End Term

Start Date  End Date

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**Assignment Details**

\*Department  UW - La Crosse

Reference

Amount  Currency

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**Contact Information**

- On the next page, click Ok if you are sure you want to remove the hold.

Are you sure you want to release this Service Indicator?

- The hold you removed should now be gone on the Manage Service Indicators page. You can remove another hold if needed or move on to another student.

### Manage Service Indicators

Display  All  UW-La Crosse Refresh

[+ Add Service Indicator](#)

Service Indicator Summary									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
F04	1/2 Tm FA Auth/Disb Hold Rels	1/2 Tm FA Auth/Disb Hold Rels	UWLAC	2244	Fall 2023	2244	Fall 2023		
R06	Deans Office-Block Enrollment	Academically Ineligible	UWLAC	2246	Wint 2024			12/28/2023	

[+ Add Service Indicator](#)

**Remove using Student Details in Self Service - Advisor Center:**

1. Navigate to Self Service > Advisor Center in WINGS.
2. From the **My Advisee** list in your Advisor Center, click on **View Student Details** next the student who will be updated.

Faculty Center | **Advisor Center** | Search

[My Advisees](#) | [Student Center](#) | [General Info](#) | [Transfer Credit](#) | [Academics](#)

My Advisees

Select display option  
 Link to Photos  Include photos in list

Notify	Photo	Name	ID	View Student Details	Plans	Level	New Student Admit Type
1	<input type="checkbox"/>			<a href="#">View Student Details</a>	EDSECE.BS	Junior	New Student - Undergraduate

[Notify Selected Advisees](#) [Notify All Advisees](#) [Remove All Advisee Holds](#)

[View data for other students](#)

3. Go to the **General Info** tab of your advisee's Student Center and find the Service Indicator section at the top. Click on **Edit Service Indicators**.

Faculty Center | **Advisor Center** | Search

[My Advisees](#) | [Student Center](#) | **General Info** | [Transfer Credit](#) | [Academics](#)

Advisee General Info

Service Indicators  
National ID  
Addresses  
Email Addresses

Initiated Checklists  
Personal Data  
Names  
Phones

[Service Indicators](#) [Edit Service Indicators](#)

★ Positive  Negative

**Service Indicators** [Personalize](#) | [View All](#) | [First](#) | [1-2 of 2](#) | [Last](#)

Type	Details	Start Term	End Term	Start Date	End Date	Department
★	<1/2 Tm FA Auth/Disb Hold Rels	2022 Summer	2022 Summer			Financial Aid Office
⊘	Internat'l Ed-Block Enrollment	2024 Fall		04/02/2024		UW - La Crosse

On the Manage Service Indicators page, click on the linked code.

### Manage Service Indicators

Display Effect **All** Institution **UW-La Crosse** Refresh

+ Add Service Indicator

**Service Indicator Summary** Personalize | Find | View All | First 1-2 of 2 Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
F05	<1/2 Tm FA Auth/Disb Hold Rels	<1/2 Tm FA Auth/Disb Hold Rels	UWLAC	2231	Sum 2022	2231	Sum 2022		
I01	Internat'l Ed-Block Enrollment	IEE Advising Required	UWLAC	2254	Fall 2024			04/02/2024	

+ Add Service Indicator

Click the **Release** button at the top.

### Edit Service Indicator

**Release**

\*Institution **UWLAC** UW-La Crosse

\*Service Indicator Code **I01** Internat'l Ed-Block Enrollment

\*Reason **ADV** IEE Advising Required

Description: You are required to meet with your international student advisor in 1140 Centennial Hall. Please schedule an appointment in Navigate as soon as possible.

Effect: Negative Service Indicator

Effective Period

Click OK to the confirmation question.

Are you sure you want to release this Service Indicator?

**OK** **Cancel**

You will be returned to the Manage Service Indicators page and the hold will be gone. Click Cancel to get back to the Advisor Center.

### Manage Service Indicators

Display Effect **All** Institution **UW-La Crosse** Refresh

+ Add Service Indicator

**Service Indicator Summary** Personalize | Find | View All | First 1 of 1 Last

Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
F05	<1/2 Tm FA Auth/Disb Hold Rels	<1/2 Tm FA Auth/Disb Hold Rels	UWLAC	2231	Sum 2022	2231	Sum 2022		

+ Add Service Indicator

**Cancel**